

# 1. Technical Support

RIT Systems affected: All field installed RIT's

## The RIT System

The Radar Intelligent Tool (RIT) project includes the En Route-RIT (E-RIT) System and will be referenced as The RIT Project or RIT System or RIT.

RIT = Radar Intelligent Tool (pronounced /writ/)

E-RIT = En Route-RIT (pronounced /ee-writ/)

The RIT System is a collection of IBM compatible commercial-off-the-shelf (COTS) microcomputers running MS DOS/Windows™ based radar analysis (data reduction/summarization) software tools.

## Component/System Failure

As with any hardware system, component failure is a reality and site users are urged to backup important files to secondary storage media (i.e., streaming tape, micro diskette, or removable media). The Gazelle Back-It software utility has been supplied for this reason.

Although, AOS has shipped each RIT System with a “Master Restore Tape” tape cartridge or optical disk and a “RIT Boot Disk” diskette (EISA bus systems also require the “RIT EISA Configuration Disk” diskette). These items are provided in the event of hard drive failure or a configuration corruption occurs.

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**NOTE:** Be assured that each system is rigorously tested prior to shipment by the manufacturer and then again by AOS-200 prior to deployment.

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## COTS Hardware Support

The RIT System is an IBM compatible, MS Windows™ compatible, commercial off-the-shelf (COTS) microcomputer system.

### Warranty Cards

The Original Equipment Manufacturer's (OEM) warranty registration cards were

## PC Hardware Repair

Effective September 01, 1996, the National Airways Systems Engineering Division, AOS-200 and the FAA Logistics Center, AML-200 and AML-400 have entered into a Memorandum of Agreement (MOA) which provides repair services to all RIT System PC's and Mode-S PC terminals.

For the all RIT (E-RIT) System COTS hardware site users are encouraged to use the following support services in the order that they are listed:

1. The FAA Logistics Center's Micro Computer Lab, AML-442 (during normal business hours) at (405) 954-9651.
2. The Operational Support ASR-9 Radar/RDAS Branch, AOS-270 (609) 485-HELP.

## AML E&R Service

The FAA Logistics Center's Micro Computer Lab, AML-442, provides Exchange and Repair (E&R) services for failed RIT System PC's. AML-442 will assemble, test and ship a replacement system with the appropriate specialty cards (Exchange & Replacement program). Site Users will be required to unpack the replacement system, connect appropriate interface cables and make the system operational, then pack the failed system and ship to AML-442.

There is the tendency for site users to procrastinate returning the failed PC system to AML-442. AML has agreed to overnight express delivery for failed PC systems. Users delaying return of PC systems halt the entire repair process nationwide. Site users are encouraged to quickly return PC systems to AML-442 within two days.

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**Note:** Site users should be aware that their organizations will be financially liable for returning the complete failed PC system (including all specialty boards, memory, etc.) or they will be charged for the shortfall.

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## Site User Upgrades

For those sites with skilled PC repair personnel, site users have the option of locally purchasing PC repair or upgrade parts. When sites are ready to upgrade, a quick check with AOS regarding compatibility issues for any replacements or substitutions prior to purchase and installation will save much time and dissatisfaction.

Changes such as substituting larger capacity hard drives, adding more RAM, or a faster CD-ROM drive are for user convenience and will not affect the RIT System operations.

### **Non-COTS Hardware Support**

In addition to the COTS hardware, each RIT System includes various specialty FAA interface boards (i.e., MX-6A, RDI System, TDIC, etc.). Documentation for each specialty FAA interface board is included in the RIT System documentation.

For support on these specialty FAA interface boards, site users should call the FAA Logistics Center's MicroComputer Lab (AML-442). If the Logistics Center is unable to assist the user, the user will be directed to the AOS telephone support line, (609) 485-HELP.

## **COTS Software Support**

Each RIT System includes several packages of COTS software and the FAA's suite of radar analysis functions, i.e., the Transportable Radar Analysis Computer System, Version #9 (TRACS-9) software.

Each RIT System includes several packages of COTS software already installed and configured on the hard drive for the site users' convenience. Each package (single user license) of commercial software has been procured with the OEM reference manuals and the original OEM installation diskettes.

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**Recommendation:** AOS recommends site users should place the original diskettes and the Master Restore tapes in a safe (secure) location.

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To answer questions of "How do I ...?", site users should first familiarize themselves with the contents of each of the COTS reference manuals. The Original Equipment Manufacturers (OEM) usually provide very clear and informative documentation (both hardcopy and on-line). Commercial software manufacturers provide several methods of support:

- Internet Web Sites (WWW)
  - dial-in Bulletin Board System (BBS)
  - 1-900 tech support lines (paid via credit card per minute or per hour)
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## Radar Analysis Software Support

In addition to the COTS software, each RIT System includes the FAA's suite of radar analysis functions, i.e., the Transportable Radar Analysis Computer System, (TRACS, current version STB-TRACS-09) software.

Documentation for each radar analysis function (program) is included in the electronic form installed on the hard disk. Site users may printout a hardcopy at their convenience.

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**NOTE:** For radar analysis support, AOS maintains a telephone support line, (609) 485-HELP.

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### AOS Intranet Web Site

AOS maintains an FAA Intranet World Wide Web (WWW) site.

**<http://www.aos.tc.faa.gov/>**

For radar analysis tools go to <http://www.aos.tc.faa.gov/AOS270/>.

You will be able to view radar analysis information on-line and download program updates and new programs.

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**Tip:** Download TRACS-09 programs from the AOS Intranet Web Site: <http://www.aos.tc.faa.gov/AOS270/>.

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## AOS Support



FAA Operational Support  
National Airways Systems Engineering Division  
ASR-9 Radar/RDAS Branch, AOS-270  
FAA William J. Hughes Technical Center  
Atlantic City International Airport, NJ 08405

**Main & Tech Support: (609) 485-HELP**

AOS-270 Fax: (609) 485-6488

The Operational Support Service's (AOS) ASR-9 Radar/RDAS Branch, AOS-270 provides site users with technical phone support to resolve RIT (E-RIT) System hardware/software problems.

Visit AOS-270 on the FAA Intranet at:

**<http://www.aos.tc.faa.gov/AOS270/>**

## FAA Logistics Center Support

FAA Logistics Center  
Micro Computer Lab, AML-442  
Mike Monroney Aeronautical Center  
P.O. Box 25082, 6500 S. MacArthur Blvd.